

FIG. 1

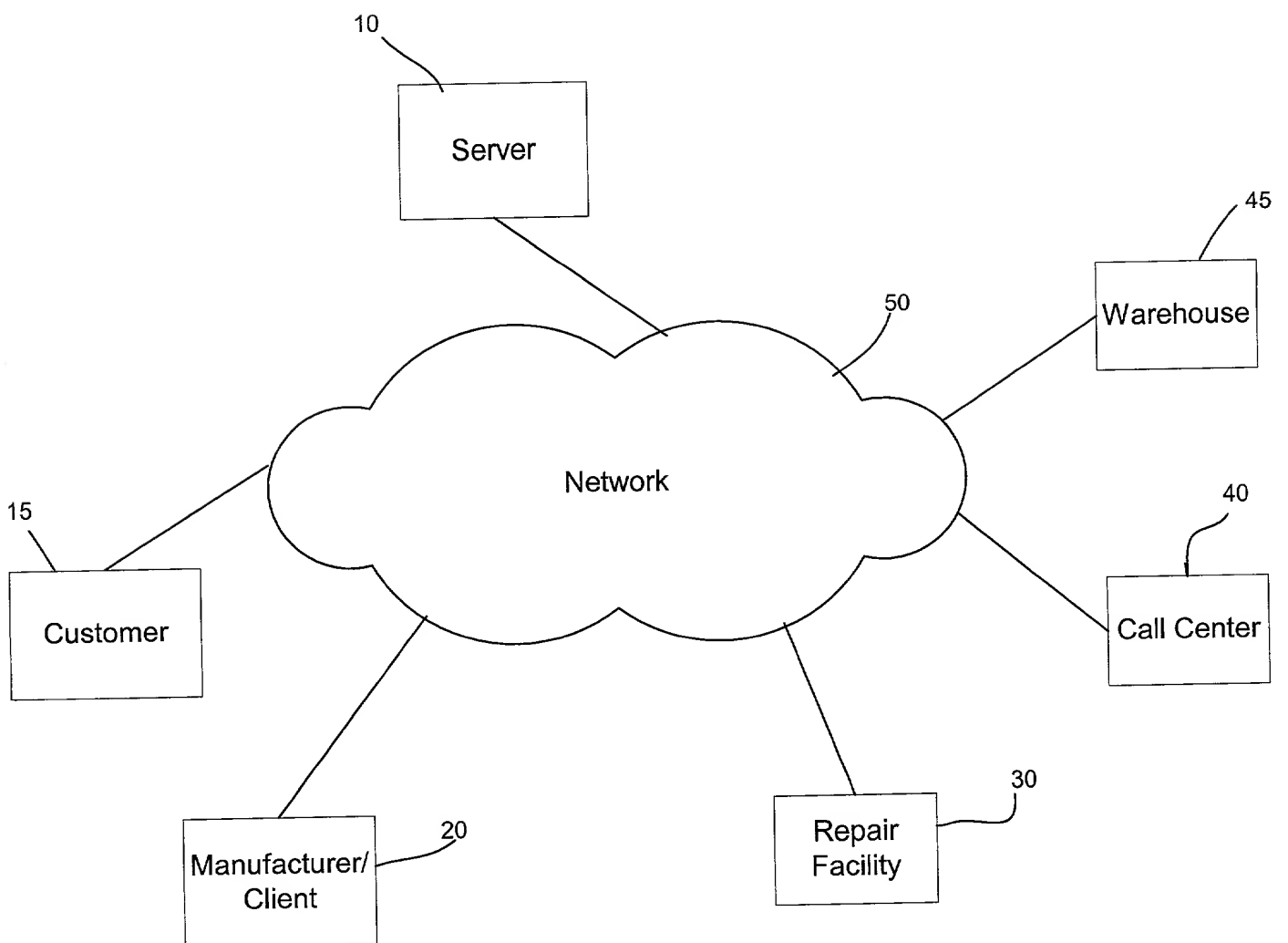


FIG. 2

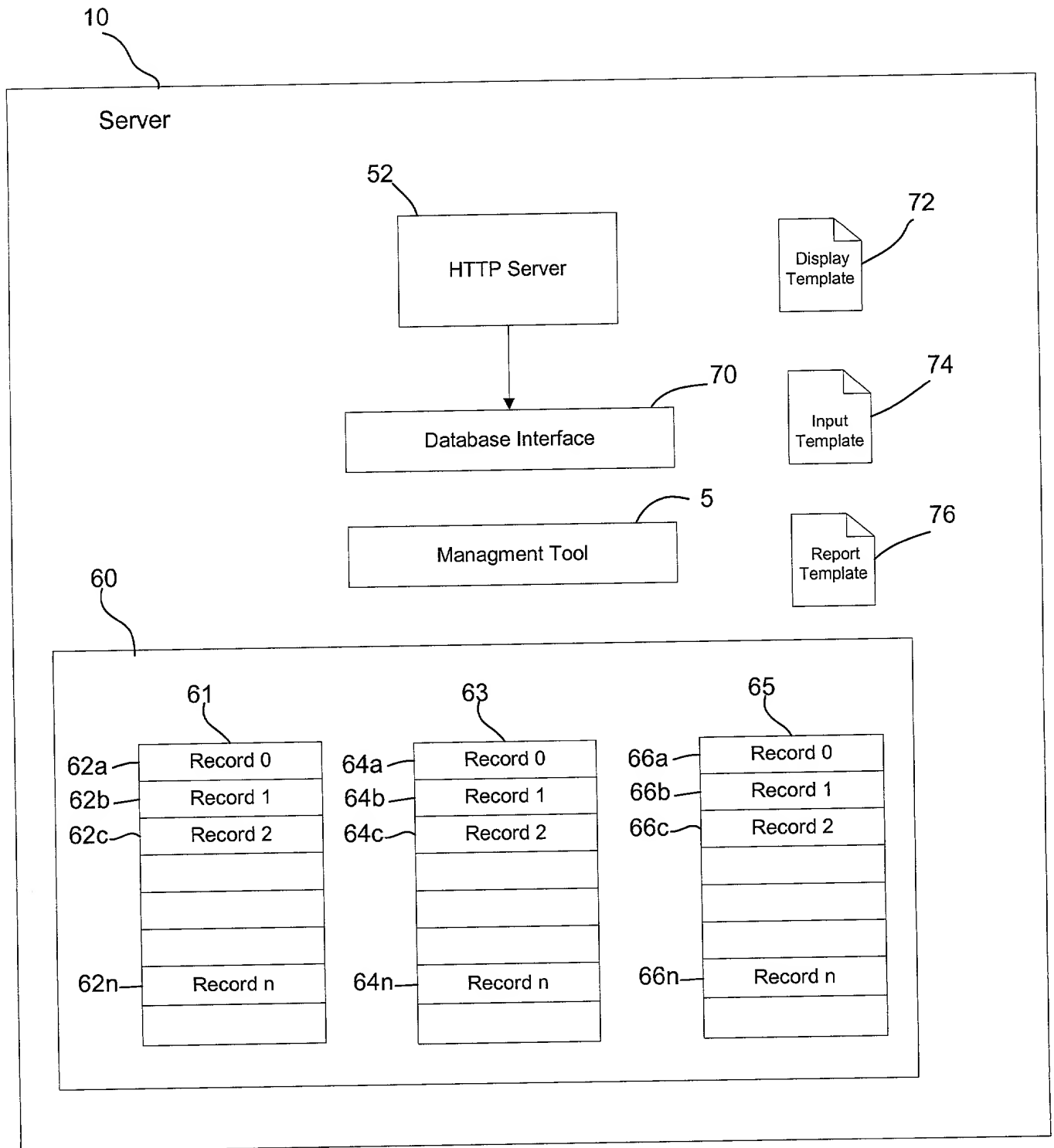


FIG. 3

Record 62

110	112	114	116	118	120	122	124	126	128
Record ID	Customer ID Info	Purchase Info	Call History	Customer Modification History	Return Info	Credit Card Info	E-mail Correspondence	Warranty Info	Shipping Info

Record 64

140	142	144	146	148
Record ID	User ID Info	Problem codes	Resolution codes	E-mail Templates

Record 66

150	152	154	156	158	160	162	164
Record ID	Product Info	Location	Quantity	Order Info	Invoice Info	Low-level Indicator	Product Modification History

FIG. 4

5

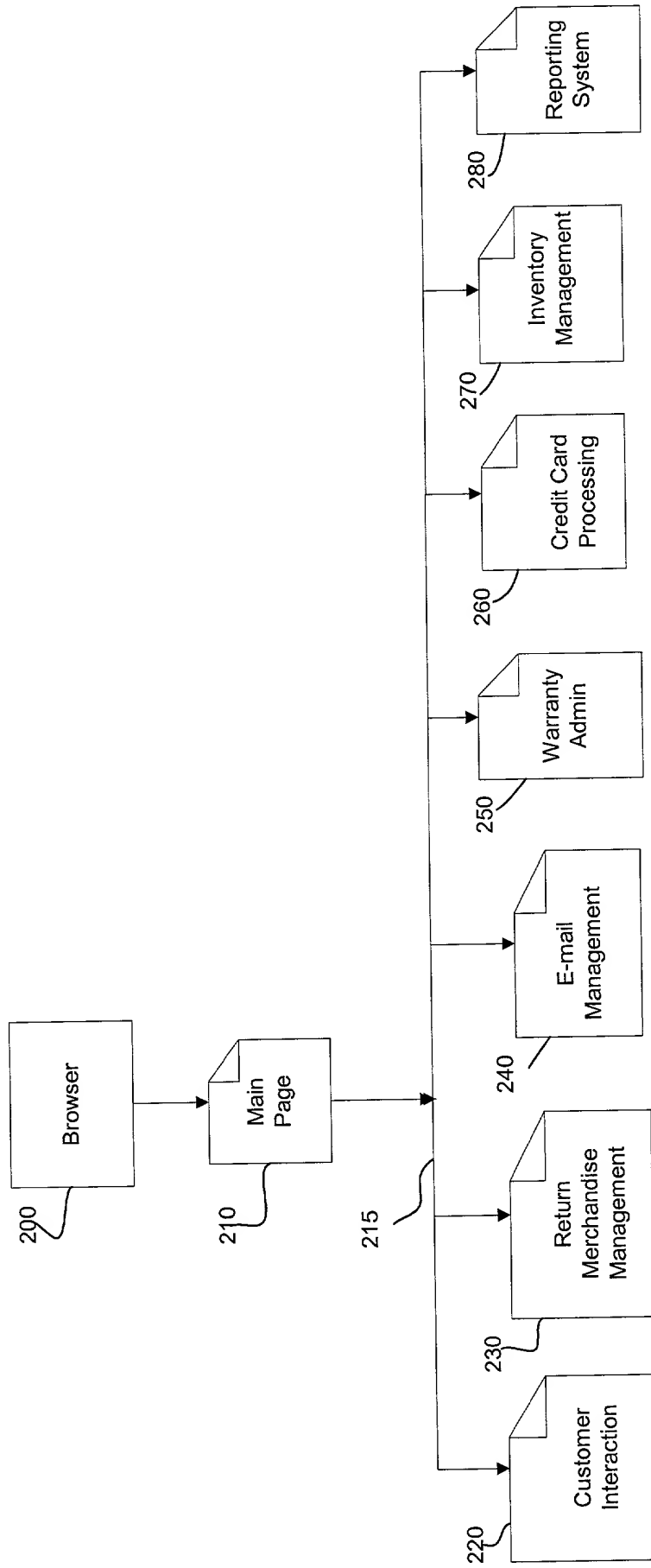


FIG. 5

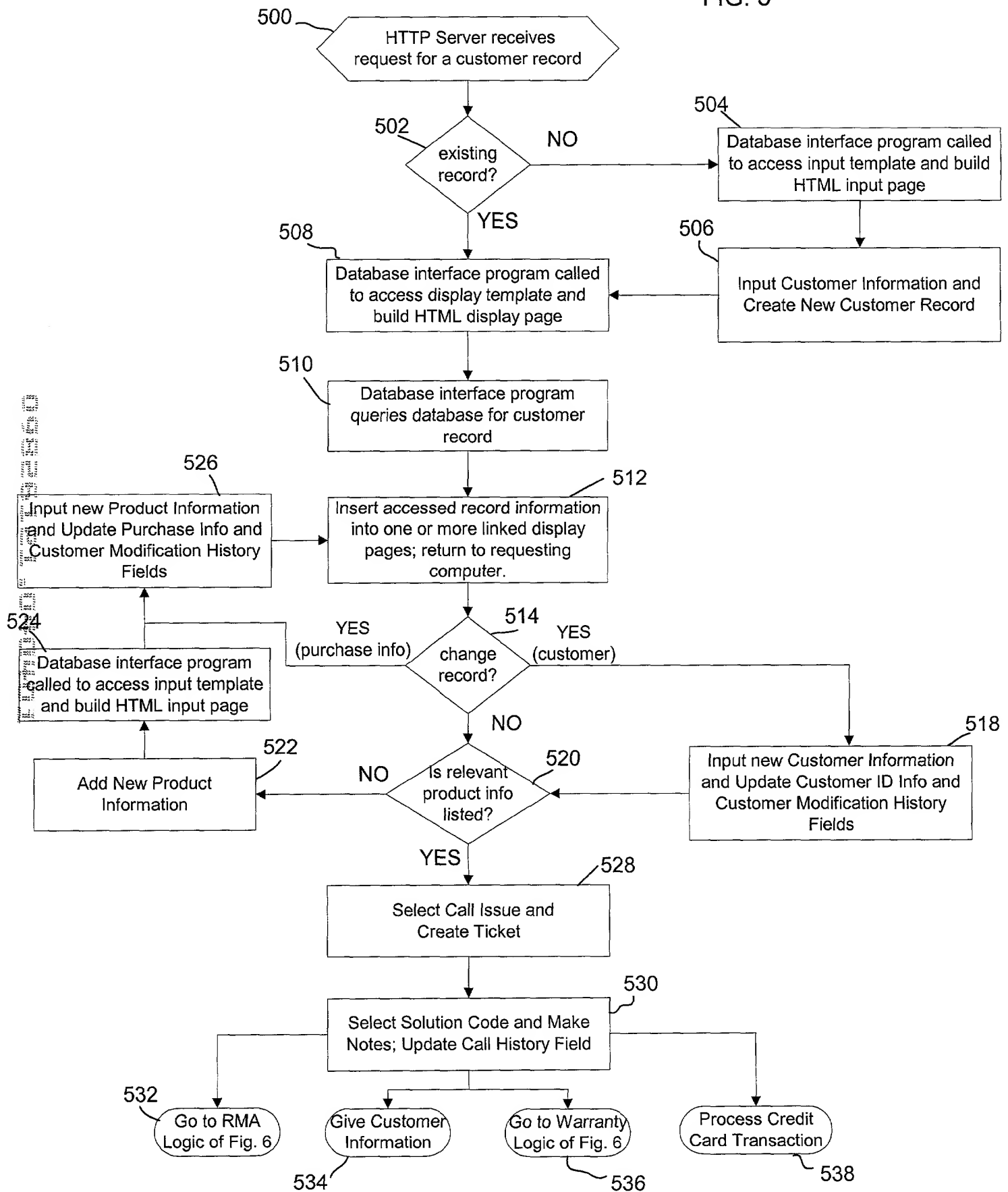


FIG. 6

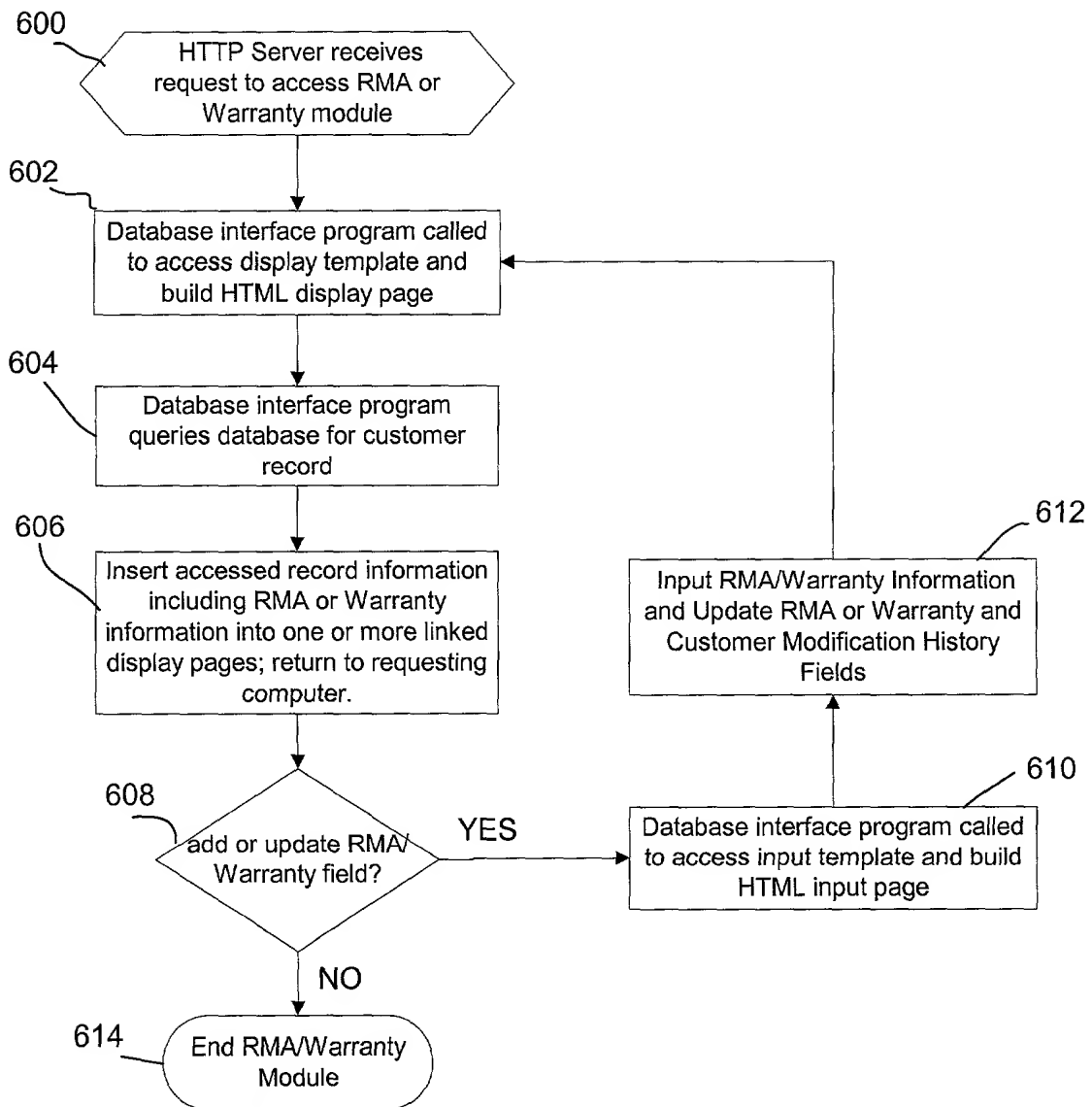


FIG. 7

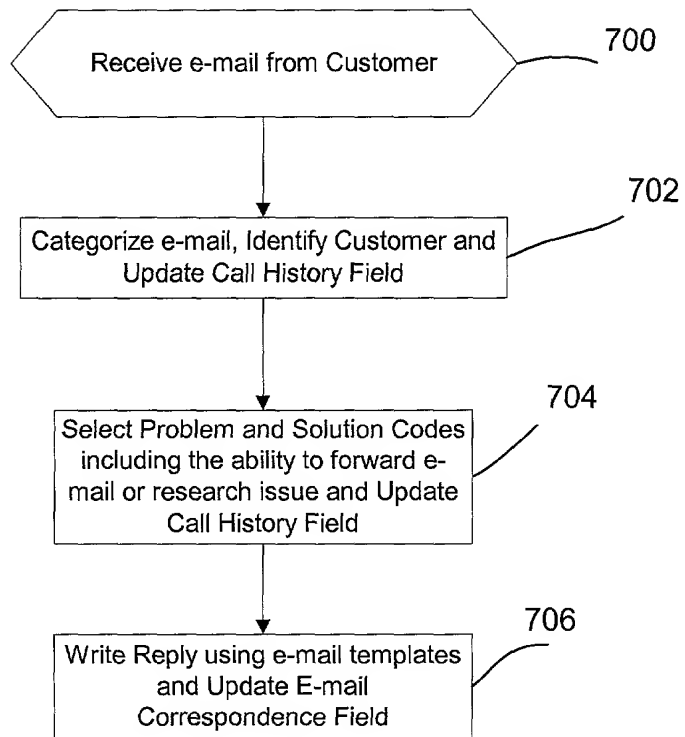


FIG. 8

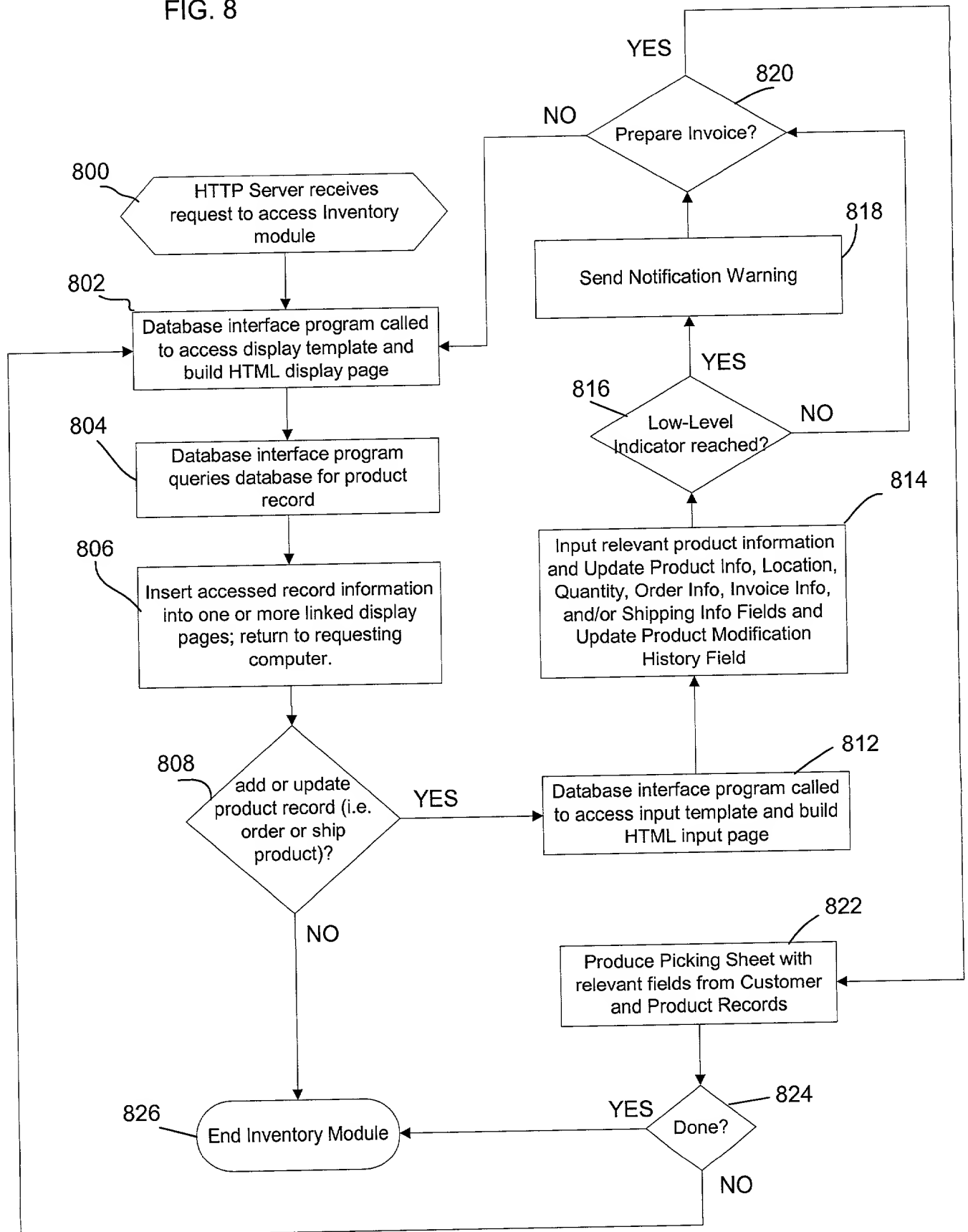


FIG. 9

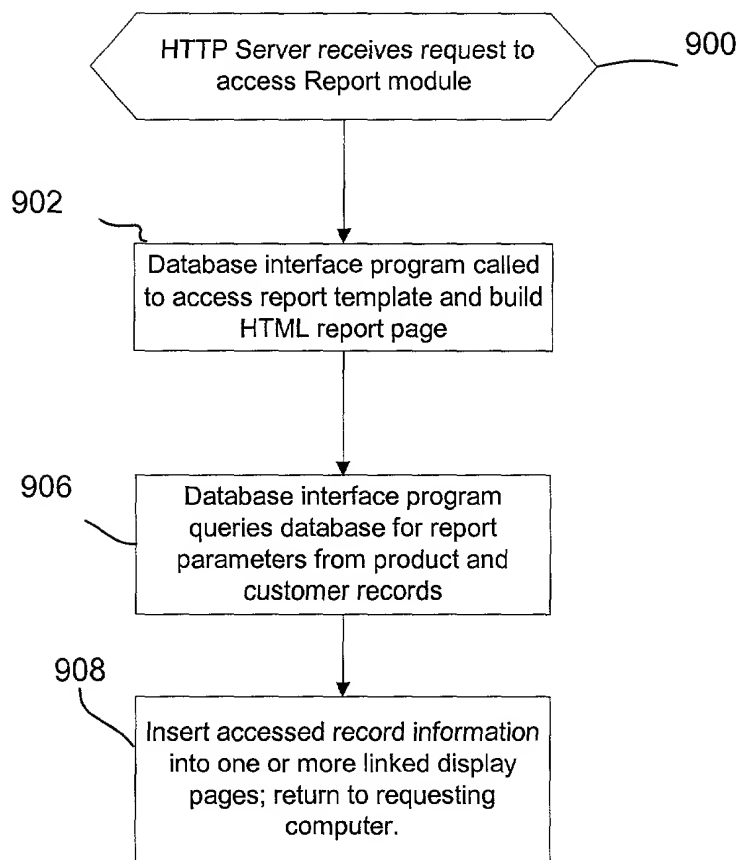


FIG. 10

Customer Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Real com Links

Address http://cm.alorica.com/emachines/CustForm.asp?customer_id=166515&Customer_Product_Id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Toni Customer 166515 Customer Product 175097 Part Warranty: In Call Out Call Issued
Test ID: ID: Warranty: Num: 10 RMA 0 EW: Out #:

Customer Info Product Info ESA Info Escalation Info Call History RMA Info Part Request Info Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
First Name: Toni
Last Name: Test
Address: 40 Test Drive West
City: Testville
State:
Zip: 12345
Day Phone: 1234567890
Night Phone(Optional): 9191919191
Fax(Optional): 6262828282
Pager(Optional): 1818181818
Email(Optional): tttest@testa.com
Company(Optional): Testa
Modify

Send mail to
Customer Record Modification History

Done Internet

FIG. 11A

Customer Product Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail CR Print Edit Real com ALORICA Links

Address http://cm.alorica.com/emachines/product.asp

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Test Customer 166515 Customer Product ID: 175097 Part Warranty In Call Warranty Out Call Num: 10 RMA 0 EW Out #:

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID	Customer Product ID	Serial Number	RMA Replaced
166515	175097	111222333	0

Add New or Another Product:

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

FIG. 11B

Customer Product Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail CR Print Edit Real com ALORICA Links

Address http://cm.alorica.com/emachines/product.asp?customer_id=166515&customer_product_id=175097

Agent Name: Paul Hao
Date: 9/13/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Name: Test Customer 166515 Customer Product ID: 175097 Part Warranty In Call Warranty Out Call Num: 10 RMA 0 EW Out #:

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Customer ID: 166515
Customer Product ID: 175097
Model Number: 400id
Serial Number: 111222333
Monitor Serial Number:
Purchase Date (MM/DD/YYYY): 12 / 10 / 1999
Part Warranty Expiration Date: (MM/DD/YYYY): 12 / 10 / 2000
Purchase Store:
Manufacturer: Emachines

Customer Product Record Modification History:

Agent Name	Date	Comment	Description
------------	------	---------	-------------

Customer Info | Product Info | ESA Info | Escalation Info | Customer History | RMA Info | Part Request Info | Pay For Support Info

Internet

FIG. 12

[Note] -- Web Page Dialog

Call Tracking For Customer ID:

Please select or create a problem ticket.

Ticket Id	Call Issue	Status
35	Promotion Inquiry	OPEN
37	Product Inquiry	OPEN

Total Record: 2

Call Issue: Promotion Inquiry Create Ticket

- Promotion Inquiry
- Brochure Request
- Product Inquiry
- Sales Processing
- Order Status Inquiry
- Technical Inquiry
- Complaints
- RMA Request
- RMA Status Inquiry

http://www.nirve.com/NIRVE/CALLCNTR/NewTicket.asp Internet

[Note] -- Web Page Dialog

Call Tracking For Customer ID: 3
& Customer Product ID: 3

Please select or create a problem ticket.

Ticket Id	Problem Code	Status
9	MODEM	OPEN
18	MODEM	OPEN
551	HDD	OPEN
685	MODEM	OPEN

Total Record: 4

Problem Code: MOTHERBOARD Create Ticket

- HDD
- CD-ROM
- SOUND
- MOTHERBOARD
- OPERATING SYSTEM
- OTHER
- VIDEO
- INTERNET
- RESEARCH
- CUSTOMER SERVICE
- OTHER

http://cm.alonca.com/pbcanada/NewTicket.asp Internet

[Nirve Call Tracker] - Microsoft Internet Explorer

Call Tracking For Customer ID: 4

Call Time: 1 Min.
Ticket ID: 37
Reason For Contact:

test

Solution:

test

Solution Code: Select A Solution Code

- Select A Solution Code
- Resolved Inquiry
- Processed Sale
- Sent Brochure
- Reported Complaint
- Issued RMA
- No Action

Add Record

FIG. 13

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address http://ma.alorica.com/emachines/frameSet.cfm

Logged In As: Paul Haw [Log Out](#) **EMachines Support System**

General Information

[Introduction](#)
[RMA Status Check](#)
[FAQs](#)

EMachines Inspection

[EMachines Inspection](#)
[Code Page](#)

EMachines Quality Control

[EMachines Quality Control](#)
[Code Page](#)

RMA Receiving

[Find RMA#s](#)
[Mass Entry Receiving](#)
[Receiving](#)

EMachines Systems: RMA Status Check

You may search by any of the following:

RMA Number

Model Name

Serial Number

First Name

Last Name

Phone

Zip Code

Country

Agent ID

Issue Date From To

Sort By

Helix™ Copyright© 2000 Alorica, Inc.

FIG. 14A

RMA Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address http://crm.alorica.com/emachines/RMA.asp

Agent Name: Paul Hao
Date: 7/11/00

Search Add Sykes RMA Rebate Create Ticket Email New Call Help Files Logout

Toni Customer Customer
Name: Test ID: 166515 Product ID: 175097
Part Warranty In Call Warranty In Call Num Issued Rma 1 EW: Out

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

Please select a RMA record to RMA history record.

RMA No	Issue Date	Shipped Date	Received
EM050022121	05/22/00		

Total Record = 1

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

Internet

FIG. 14B

RMA Detail Information - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Links

Address http://crm.alorica.com/emachines/RMA_Info.asp?RMANo=EM050022121

Agent Name: Paul Hao
Date: 7/11/00

Search Add Create Ticket Email New Call Help Files Logout

Name: Toni Customer Customer
Test ID: 166515 Product ID: 175097
Part Warranty In Call Warranty In Call Num Issued Rma 1 EW: Out

Customer Info Product Info ESA Info Customer History RMA Info Part Request Info Pay For Support Info

RMA Record For Customer ID: 166515 & Customer Product ID: 175097

RMA Status Result

RMA Date	May 22 2000
RMA Number	EM050022121
RMA Agent	Paul Hao
First Name	Toni
Last Name	Test
Address1	40 Test Drive West
Address2	
Address3	
City	Testville
State	Testonia
Zip Code	12345
Country	US
Contact	
Phone	1234567890
Alternate Phone	9191919191
E-mail	tttttest@testa.com
Alt E-mail	
Model Name	400id
Serial Number	111222333
Warranty (1:In 0:Out)	1
Purchase Date	

Done Internet

FIG. 15A

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://care.alorica.com/estwar/frameset.cfm?page_name=customer_info.cfm&Customer=111667&RequestTimeout=1200&CFID=425&CFTOKEN=7139366

Alorica, Inc.: Extended Warranty On-Site Service Support System

Back Forward

Search

Customer Information

First Name paul

Last Name hao

Address test

test

City, State Zip Diamond Bar CA 91765

Phones Day 9096102511

Evening

Fax

Email paul@alorica.com

Company Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test		810001	11/11/1999		Approved	Edit

FIG. 15B

Alorica, Inc.: Extended Warranty On-Site Service Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address http://care.alorica.com/estwar/frameset.cfm?page_name=customer_info.cfm

Service Center

User Admin

Operation Reports

Log Out

Phones Day 9096102511

Evening

Fax

Email paul@alorica.com

Company Alorica

Edit Customer

Product Information

Model	Serial No	Monitor Serial No	Extended Warranty No	Purchase Date	Purchase From	Status	
810001	test		810001	11/11/1999		Approved	Edit

Record History

Agent	Date	Description	Comments
edward	2000-04-12 13:02:57	Update Customer Record	ttt
edward	2000-01-31 15:54:47	Update Customer Record	dox
edward	2000-01-31 17:06:41	Update Customer Record	test
edward	1999-10-27 15:39:24	Update Customer Record	Update info
edward	2000-04-28 16:28:17	Update Customer Record	cc
edward	2000-04-28 16:28:36	Update Customer Record	cc
edward	2000-01-31 10:13:33	Update Customer Record	dst
sup	1999-12-07 12:48:17	Update Customer Record	test
sup	2000-01-24 17:28:14	test	Modify

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FIG. 16

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://rma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hao Log Out

EMachines Support System

Mass Receiving
Mass Entry Receiving
Receiving
Print Traveler
RMA Shipping
RMA Shipping
Operation Reports
Agent Function Search
Receiving Report
Repair Stage Report
QC Discrepancy Report
Inspector Code Report
Inspector Summary Report
ToA Report
Call Center Report
EPR Shipping Report
User Administration
Download/

Receiving Report

RMA Number	RMA Date	Receive Date	Receive Agent	Receive Shipper	Model No	Part No
Received RMA						
EM060008135	6/8/2000	7/7/2000			eMonster 550	
EM060008186	6/8/2000	7/7/2000			366i	
EM060010123	6/10/2000	7/7/2000			366c	
EM060010134	6/10/2000	7/7/2000			366i2	
EM060011131	6/11/2000	7/7/2000			366i2	
EM060012128	6/12/2000	7/7/2000			433i	
EM060012190	6/12/2000	7/7/2000			eMonster 500	
EM060013133	6/13/2000	7/7/2000			366c	
EM060013176	6/13/2000	7/7/2000			400i3	
EM060013228	6/13/2000	7/7/2000			333cs	
EM060013231	6/13/2000	7/7/2000			500i	
EM060014062	6/14/2000	7/7/2000			400i	
EM060014087	6/14/2000	7/7/2000			366c	
EM060014097	6/14/2000	7/7/2000			400i3	
EM060015095	6/15/2000	7/7/2000			466id	
EM060015098	6/15/2000	7/7/2000			366i	
EM060015122	6/15/2000	7/7/2000			366i2	
EM050024097	5/24/2000	7/7/2000			400id	
EM050024184	5/24/2000	7/7/2000			400i	
EM050026294	5/26/2000	7/7/2000			466is	

Internet

FIG. 17A

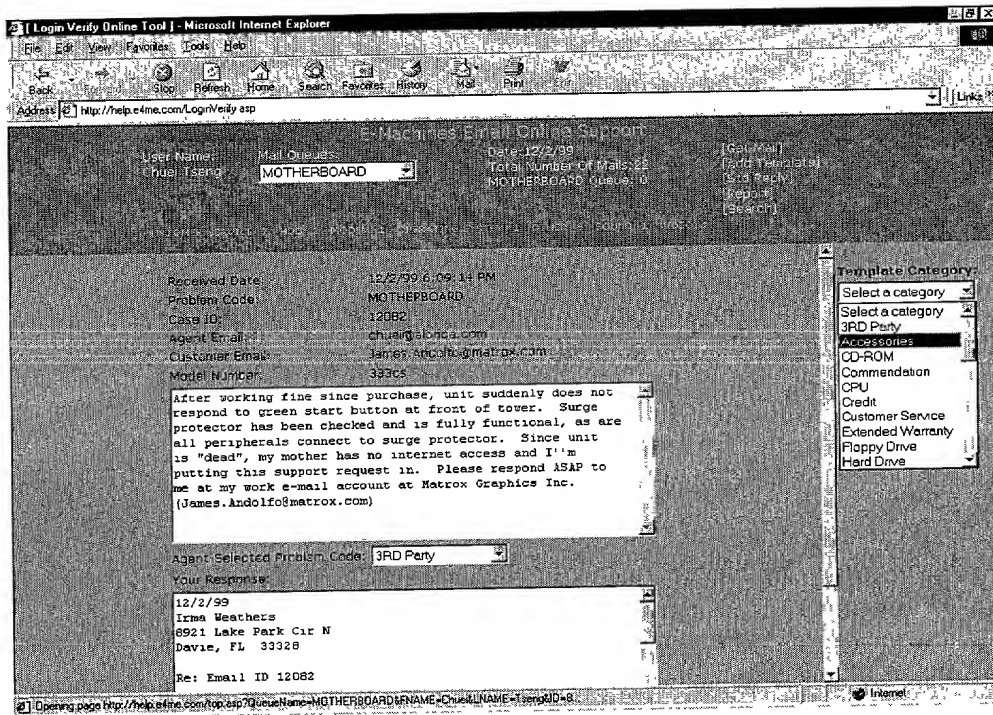
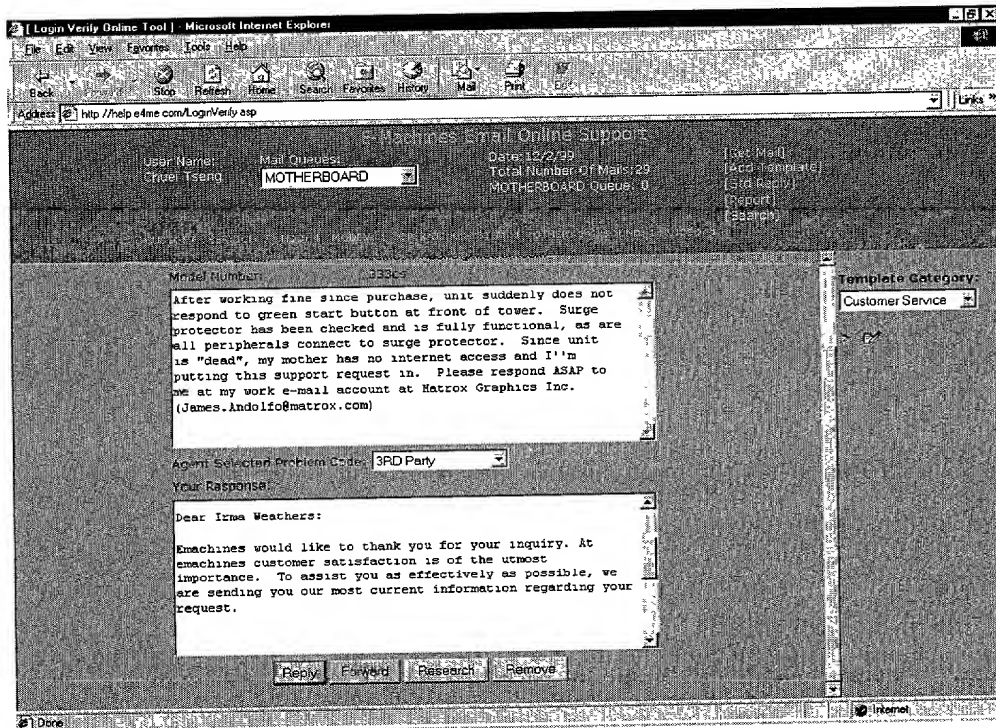


FIG. 17B



Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit Links

Address http://www.techung.com/pbnc/admin/ProductMain.asp?Product_Id=338

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Inventory | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info: Compatible Model Sub-Data Inventory Records

Product Id: 338

Category: PDA

Sub-category: MobilePro

Manufacturer: NEC

Part No: INB-002

Model Type: Refurbished NEC Handheld Device Mobile

SKU: MC-R520A

Size: 1

Quantities On Hand: 39

Ordered Quantities: 2

Low Qty Alert: 5

Quantity On Order: 0

Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen

Marketing Text: <html> <head>

FIG. 18B

FIG. 18C

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail ALORICA Edit Links

Address http://www.techung.com/pbnc/admin/ProductMain.asp?Product

Low Qty Alert: 5

Quantity On Order: 0

Location Code:

Model Information: Refurbished MobilePro 770 Professional PC Companion with 8.1" color touchscreen

Marketing Text: <html> <head> <title></title> </head>

Small Image Name: ProductImages/mpro770sm.gif

Large Image Name: ProductImages/mpro770sm.gif

Price (\$): 449.99

Cost (\$): 0

Weight (in lb.): 5

Discontinued: No

Special Promotion: Yes

Show on Home Page: Yes

If unavailable will restock: Yes

Will show on public web sites: Yes

Stores For Product ID: 338

Store Name	Remove
PB-NEC	<input type="button" value="Remove"/>
<input type="button" value="Add Store"/>	

Product Record Modification History For Product ID: 338

Agent Name	Date	Note	Action
Robert Chung	4/11/00 4:01:20 PM	price	Modify
Robert Chung	4/11/00 4:00:27 PM	price	Modify
Robert Chung	2/16/00 2:49:39 PM	price	Modify
James Chang	2/4/00 3:01:07 PM	changes	Modify
James Chang	2/4/00 3:00:26 PM	new	Add

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents |

FIG. 19A

Product Main - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://www.techungie.com/pbnc/admin/Inventory.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

SKU:	Model Type:	Location	Quantity On Hand
010-00001	PRINTER HP694C		0
011047-01	MON 3070A 17		22
011106	Newly Manufactured NEC 15		72
011144	MON 2160 15	A3U/A4U/ATI	81
011146	MON 3070A 17		78
030013	SC WD1004A-27X		0
030036	CNTRLR CT1600 S8 PRO II		0
030037	SC NX PRO (PCT) 8 BIT		0
030039	SC BXII AUDIO CONTROLLER		0
030040	SC SG NX PRO 16BIT		0
030041	SC SG PRO 16 MOZART		0
030043	CNTRLR 2nd SERIAL PORT		1
030057	V8 PWB-1841-1 SPECTRIA		0
030059	V8 PWB-1841-3 SPECTRIA		0
030069	SC SOUND-16ASRS W/O AMP		0
030082	SC 14.4AMSP, REV.A	D25U/D2U	992
030101	SC 288SP SND2 10K OHM		124

Done

FIG. 19B

Inventory P.O. - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print

Address http://www.techungie.com/pbnc/admin/Purchase.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Product Info | Compatible Model | Inventory Records

Vendor: Order Number:

Order Date (mm/dd/yy): 7/12/00 Available Date: 7/17/00

SKU: Quantity:

Unit Cost (\$):

Note:

Add

Inventory Purchase Orders For PO:

Id	Order Number	SKU	Order Date	Qty	Unit Cost	Vendor	Available Date	Note	Delete
Total Records On This PO: 0									

Product Info | Compatible Model | Inventory Records | Inventory P.O. | Add Product | Mail Settings | Agents

FIG. 20A

Invoice - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Address: http://www.techung.com/pbnc/admin/InvoiceRec.asp

Paul Hao
7/12/00
Access Level: 1

Inv P.O. | Inventory | Add Product | Settings | Agents | Product Srch | Customer Srch | Report | Logout

Customer Info | Invoice | Orders | P.O.A. | Create Picking Sheet

Invoice ID: 9 eMachines
Invoice Date: 12/28/99 12:21:09 PM
Status: SHIPPING_NOTIFIED

Ship To Address:

First Name: test
Last Name: test
Address: test
City: test
State: CA
Country: USA
Zip: 91748
Day Phone: 1112223333
Eve Phone: 3332221111
Zip:
Shipping Method: FedEx 2day Select

Credit Card Information:

Credit Card Type: MasterCard
Credit Card Number: 4111111111111111

Done Internet

FIG. 20B

Picking Sheet - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Address: http://www.techung.com/pbnc/admin/PickingSheet.asp?Invoice_Id=54830Id_Invoice_Id=1393

eMachines
Agent Name Paul Hao

Ship to: test test
test
test CA#1748
T#(0) (111) 2223333
T#(E) (333) 2221111
Email

Bill to: test test
test CA#1748
T#(0) (111) 2223333
T#(E) (333) 2221111
Email paul@alorica.com

Date: 12/28/99 12:21:09 PM

Phone: (111) 2223333 Customer ID: 8533 Invoice ID: 1393

Part No	Location	SKU	Model	Qty	Ship	Shipped	S/O Available Date	Tracking No	Method	Unit Price	Sub Total
No Order Items!											

Credit Card Type	Credit Card No	Expiration Date	Pre Authorization Order No	Pre Authorization Reference No	Pre Authorization Return Code	Status
Master Card	4111111111111111	01/00		9464054738381061385531		SHIPPING_NOTIFIED

Comment: This is a test

Done Internet

E Machines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Links

Address http://rma.alorica.com/emachines/rameset.cfm

Logged In As:
Paul Hao

E Machines Support System

Upload RMA

RMA Defect Parts Inventory

Part Request	SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
Status Check	553	Floppy Drive	eMachines	aFDD Samsung SFD-321B		1	(1.10)	A12	Edit
CPU Processors	525	Heat Sinks	eMachines	aFan Onent MMX/AMD-K6		0			Edit
CPU Charge Repack	526	Heat Sinks	eMachines	aFan AAYID MMX/AMD-K6/MII		1			Edit
Turbofan	527	Heat Sinks	eMachines	aFan AAYID MII(w/o PAD)		0			Edit
Receivers	528	Heat Sinks	eMachines	aFan AAYID Intel PIII SECC2		0			Edit
	529	Heat Sinks	eMachines	aFan Dusung Celeron SEPP (w/o Clip)		0			Edit
Parts Request	530	Heat Sinks	eMachines	aFan Dusung Celeron SEPP Clip		1			Edit
	531	Heat Sinks	eMachines	aFan AAYID Celeron FCPGA		1			Edit
	532	Heat Sinks	eMachines	aFan Foxconn Intel FCPGA		0			Edit
Fullfillment Form#1 Fullfillment Form#2 CPU Processors Status Form#1 Reserve Form#1	AL002	KDS Products	KDS	aOne mouse		0			Edit
	AL003	KDS Products	KDS	aOne Keyboard		1			Edit
	AL004	KDS Products	KDS	aOne power cord		1			Edit
Warehouse	565	Keyboards	eMachines	aKB Chicony 2571-Standard		0			Edit
RMA Parts	567	Keyboards	eMachines	aKB Chicony 9001-Standard		2			Edit
RMA Defective Part	568	Keyboards	eMachines	aKB BTC 5000 A/C-Key/Internet		7			Edit
	569	Keyboards	eMachines	aKB BTC 5190(19-Key/ekeys)		3			Edit
Administration	232	Modems	eMachines	aModem Rockwell MW520C		74			Edit
User Administration	414	Modems	eMachines	aModem Lucent MM9250		159			Edit
Find Item	571	Mice	eMachines	aMouse Logitech M-SASS1		6			Edit
RMAs with No Processing Date	AL001	Power Cord	eMachines	aTower / eView cord		0			Edit

Date:

FIG. 22A

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

Address: http://clients.alorica.com/frameset.cfm

eMachines RMA report 9/13/00

Client	SKU Description	Weekly Usage	Weekly Ave	Current Inventory	Ordered	On Order	Arrival Date 1	On Order 2	Arrival Date 2	On Order 3	Arrival Date 3	On Order 4	Arrival Date 4	Projected Inventory End Week 2	Projected Inventory End Week 3	Projected Inventory End Week 4	Projected Inventory End Week 5	Projected Inventory End Week 6
emachines	322 eTower 300k	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	323 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	324 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	325 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	326 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	327 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	328 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	329 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	330 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	331 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	332 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	333 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	334 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	335 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	336 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	337 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	338 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	339 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	340 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	341 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	342 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	343 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	344 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	345 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	346 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	347 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0
	348 eTower 300k - RMA	0	0	0	0	0	N/A	0	N/A	0	N/A	0	N/A	0	0	0	0	0

FIG. 22B

Alorica Clients - Microsoft Internet Explorer provided by ALORICA

Address: http://clients.alorica.com/frameset.cfm

eMachines Parts Request Detail Report

Request Date: 09/09/2000 - 09/09/2000
Status: OPEN

Request Date	Request ID	Name	Ship Date	Ship Method
09/09/00	EPR090009023	Leblanc, Stewart		ups ground
09/09/00	EPR090009049	OLIVER, KIM		ups ground
09/09/00	EPR090009075	Dudley, Margaret		ups ground
09/09/00	EPR090009101	LEWIS, MARK		ups ground
09/09/00	EPR090009127	ARROCK, KAROLYN		ups ground
09/09/00	EPR090009163	ZULSTRE, BRIAN		ups ground
09/09/00	EPR090009179	Poling, Jamie		ups ground
09/09/00	EPR090009180	dalmon, scotty		ups ground
09/09/00	EPR090009181	Brust, Kimberly		ups ground
09/09/00	EPR090009182	Poole, James		ups ground
09/09/00	EPR090009183	salcedo, carlos		ups ground
09/09/00	EPR090009184	Gasser, Gary		ups ground
09/09/00	EPR090009185	Rosa, Carlos		ups ground
09/09/00	EPR090009186	Sother, Greg		ups ground
09/09/00	EPR090009187	Fiigel, Randy		ups ground
09/09/00	EPR090009188	Crockett, Todd		ups ground
09/09/00	EPR090009189	DANNO, RICHARD		ups ground
09/09/00	EPR090009190	CHATFIELD, MICHELE		ups ground
09/09/00	EPR090009001	DUPOUX, ENROL		ups ground
09/09/00	EPR090009002	MICHEL, JANEI		ups ground
09/09/00	EPR090009003	Baxter, Charlese		ups ground
09/09/00	EPR090009004	Levin, Denise		ups ground
09/09/00	EPR090009005	Berkovitz, Paul		ups ground
09/09/00	EPR090009006	ISRAEL, SHALIN		ups ground
09/09/00	EPR090009007	brodigan, edward		ups ground
09/09/00	EPR090009008	ISRAEL, SHALIN		ups ground
09/09/00	EPR090009009	MCDEVITT, ROBERT		ups ground